

**CITY OF ASHEVILLE, NORTH CAROLINA  
CLASS SPECIFICATION**

**TELECOMMUNICATIONS SPECIALIST  
INFORMATION TECHNOLOGY DEPARTMENT**

**GENERAL STATEMENT OF DUTIES**

Performs specialized technical work in managing and optimizing the operation of the City's radio communication system. Employee reports to the Assistant Information Technology Director.

**DISTINGUISHING FEATURES OF THE CLASS**

An employee in this class performs specialized technical duties in managing and optimizing the operation of the City's radio communication system. Work involves performing long- and short-range planning for the City's radio communication needs, ordering and overseeing maintenance of equipment, updating and maintaining peripheral systems, and performing basic accounting. Tact and courtesy are required in frequent contact with contractors, vendors, consultants and the general public. Extensive judgment is required in making decisions with a high degree of accountability. Work is performed with considerable independence under limited supervision of the Assistant Information Technology Director. Work is evaluated through conferences, reports and observation.

**ILLUSTRATIVE EXAMPLES OF WORK**

**ESSENTIAL JOB FUNCTIONS**

Assists with annual divisional budget preparation.

Works with City officials and Department and Division heads to assess City's radio communications needs; analyzes needs and recommends radio equipment purchases and modifications.

Updates and maintains radio system databases with a variety of features.

Optimizes performance of radio communications equipment.

Prints and analyzes statistical and diagnostic reports from the radio system.

Designs programming templates for radio equipment.

Negotiates, prepares and maintains contract leases and renewals for radio, cellular phone and pager equipment and supplies.

Supervises technical and grounds maintenance of tower sites; inspects tower sites periodically.

## **TELECOMMUNICATIONS SPECIALIST**

Prepares a variety of files, records and reports related to radio communications equipment and activities.

Participates in committee meetings with various City officials and departmental representatives to develop radio communications policies and procedures.

Performs basic accounting duties in conjunction with accounts payable for radio equipment and supplies; records transactions in journals, ledgers and special forms.

Assists the Director in preparing the operating and capital budget; monitors expenditures.

### **ADDITIONAL JOB FUNCTIONS**

Performs related work as required.

### **KNOWLEDGE, SKILLS AND ABILITIES**

Considerable knowledge of the principles and practices of operating a municipal radio communication system.

Considerable knowledge of federal, state and local regulations regarding radio communication operations.

Considerable knowledge of database establishment, operation and maintenance.

General knowledge of basic accounting practices and procedures.

General knowledge of computer programming.

Ability to analyze and interpret policy and procedural guidelines and to resolve problems and procedures.

Ability to understand and follow complex oral and written instructions.

Ability to express ideas effectively orally and in writing.

Ability to compile statistical and other information in the preparation of routine reports.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

### **MINIMUM EXPERIENCE AND TRAINING**

Associate's degree in communications or a related field and 3 to 5 years of related experience; and/or any equivalent combination of training and experience required to perform the essential position functions.

## TELECOMMUNICATIONS SPECIALIST

### COMPETENCIES

**Technical Competency:** Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

**Interpersonal Competency:** Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

**Intellectual Competency:** Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job level.

**Customer Service:** Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

**Organizational and Community Sensitivity:** Ability to take the larger perspective into account, recognize organizational and community priorities and balance actions appropriately.

**Physical Skills:** Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Salary Grade 15  
Non-Exempt